

# TIP TUESDAY

Aetna Better Health® of Kentucky

August 27, 2019

## Tip Tuesday Tip #8

### Achieving TOGETHER – Changes in Provider Demographic Information

Providers are required to provide a 90-day prior written notice to both Aetna Better Health of Kentucky's Provider Network Management Department and DMS of any changes in information regarding their practice. Such changes include:

- Address changes, including changes for satellite offices.
- Additions/deletions to a group.
- Changes in billing locations, telephone numbers, tax ID numbers.

Changes and updates can be submitted via the *Address Change/TIN Change for Providers* form found at the link:

<https://www.aetnabetterhealth.com/kentucky/assets/pdf/providers/library/Provider-address-change-form.pdf>

Forms should be emailed directly to:  
[KYProviderRelations@aetna.com](mailto:KYProviderRelations@aetna.com)



For any question, providers may contact us at **1-855-454-0061** between the hours of 8 a.m. and 5 p.m., Monday through Friday, or email us at [KYProvidersRelation@aetna.com](mailto:KYProvidersRelation@aetna.com).



Member Services - 1-855-300-5528  
Behavioral Health Crisis Hotline - 1-888-604-6106  
Network Relations - 1-855-454-0061

Aetna Better Health of Kentucky offers a secure provider website that directly connects providers with real time information 24 hours a day, 7 days a week at [aetnabetterhealth.com/kentucky/provider/portal](https://www.aetnabetterhealth.com/kentucky/provider/portal) for up-to-date information, forms and other resources.